

SEWER BACKUPS:

What you should know

In the event of a sewer backup or blockage, contact the Middletown Sewer Department **Emergency Number at 860-638-3500** (*Monday through Friday from 8:30 AM to 4:30 PM.*) **After normal business hours or on weekends and Holidays call 860-347-2541.**

Do not open the building sewer lateral clean-out cap until the sewer is checked by the Sewer Department. We will check the cause of the blockage free of charge any time of the day or night.

1. If a sewer backup or blockage occurs:

- Determine if the blockage or stoppage is located in only one fixture, or if all or most of the fixtures within the building are affected.
 - If you are experiencing a sewage backup and it stops when you stop using water within your building then, your building sewer lateral may be blocked.
 - If all fixtures are affected, contact the Sewer Division by calling the **Emergency number at 860-638-3500** (*during normal business hours*) or **860-347-2541** (*after normal business hours*). This service is provided at no charge.
- The Sewer Department will check the public sanitary sewer main in order to determine if the blockage is related to the public sanitary sewer main or the building sewer lateral that serves your property. The public sanitary sewer main may be cleaned at this time to relieve the blockage or to help us discern the cause of the problem. A member of the Departments' Sewer Maintenance crew will let you know if the problem was caused by the public sanitary sewer main or if the problem resides in your building sewer lateral or within the waste piping with your building.
- If the blockage has been determined to be caused by a blockage in your building sewer lateral, don't remove the cap on the cleanout! **It is advised that you should contact a licensed plumber to remove the blockage.**
- If the blockage is in the sewer main, a video of the sewer may be made in subsequent days to determine why the backup occurred. Corrective action by the Sewer Department will be implemented based upon the findings.

2. The property owner is responsible for maintaining the building sewer lateral serving your property. The building sewer lateral is the waste pipe that runs from the building to the public sanitary sewer main in the street.

Steps you can take to avoid a sewer backup in your home:

- Do not dispose of grease or cooking oil by pouring it down the drain. Discard in the trash instead.
- Do not flush rags, disposable diapers, sanitary napkins, swifters, garbage or cigarette butts down the toilet.
- Do not dispose of plastics in the sanitary sewer system.
- Basement sump pumps should not be connected the waste piping or the building sewer lateral serving your building. They are a source of many of the building sewer lateral backups that we have responded to.
- Do not pour hazardous chemicals down the drain. The sanitary sewer system is not designed to handle hazardous materials. These chemicals are also dangerous to people working within the sewer system and at the wastewater treatment facility.

Did you also know?

- Storm runoff is collected in storm drains or catch basins, not the public sanitary sewer system. The storm sewer system is the responsibility of the Public Works Department at 860-638-4850.
- A building sewer lateral is the pipe connecting the waste piping in your building to the sewer main in the street. The property owner is responsible for its entire length. The Town owns the sanitary sewer main.
- A “clean out” is normally a threaded plug, commonly referred to as a “cap” which is located on your building sewer lateral. It is used to access the building sewer lateral for cleaning. The cap is usually found in the basement where the sewer pipe leaves the building.
- A loose or open cap can allow sewage to enter the home if a blockage occurs in the lateral or sanitary sewer main. If the cap is loose or removed, the City will not be responsible for cleanup or restitution of damages which may occur. Check your sewer clean out to make sure the cap is properly secured and that there is no leakage.
- If sewage is continuously entering the building, there may be a blockage in the public sanitary sewer main. The only way to correct this is to relieve the blockage.

Immediately call our Emergency Number (860-638-3500 or after hours at 860-347-2541.